

CFS 9.2 MP 5.0 Frequently Asked Questions (FAQ)

1] What does the MP 5.0 upgrade include?

- PeopleTools Upgrade from 8.57.11 to 8.59.07
- PeopleSoft Image Update from #34 to #41

2] What are the key dates of the MP 5.0 implementation?

MP 5.0	Date	Time
1. Campus Development Database Available (FBCFSDVA)	Late April early May 2022	
2. Campus Development Phase	May to August 2022	
3. Campus BI Publisher Check Templates Due - Details to be provided during the call on future call	TBD	
4. Campus COMR to be included in the MP 5.0 packaging – Queries, Interfaces, and Security	August 26, 2022	
5. MP 5.0 Review Call	September 19, 2022	11:00 am – 12:00 pm
6. MP 5.0 Presentations	September 20, 2022	10:00 am – 12:00 pm
7. User Acceptance Testing	September 19 to October 28, 2022	
8. User Acceptance Testing Q & A Calls Call # 1 Call # 2	October 13, 2022 October 20, 2022	11:00 am – 12:00 pm 11:00 am – 12:00 pm
9. User Acceptance Testing Sign-off deadline	October 31 to November 2, 2022	
10. Test Scripts must be completed and uploaded to CFS 9.2 Application Site in the CFS 9.2 Campus Documentation Folder	October 31 to November 7, 2022	
11. Move to Production	November 18 to November 21, 2022	
1) The system will be unavailable	From November 18, 2022	5:00 pm
	Until November 21, 2022	9:00 am or earlier
12. MP 5.0 Go-Live	November 21, 2022	9:00 am or earlier

3] For the Maintenance Pack (MP) development, are we required to submit a COMR for all campus queries, interfaces, and security?

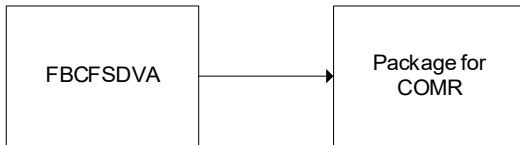
- No, you only need to submit a COMR if a retrofit is needed. If there is no change in the queries, interfaces, or security, a COMR is not needed. For migration purposes, the App Designer project should only contain the objects that are changed for MP 5.0
- All existing queries, interfaces, and security will be carried over to MP 5.0.

4] What objects do campuses need to review and retrofit during the campus development phase?

- Queries – Invalid queries should be deleted or retrofitted
- Approved Interfaces – These interfaces were developed by campuses and not delivered by CMS Central. Approved interfaces are currently included in CFS 9.2 production
- Security – Campus security objects such as menu changes, new components, etc.

5] What is the campus’ MP 5.0 development process flow for the CFS 9.2 Maintenance Pack?

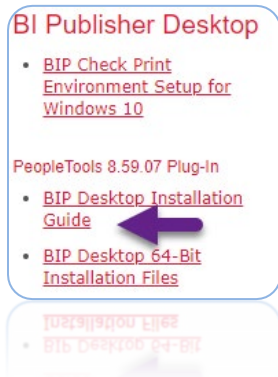
The following databases will be used during the development process



- Retrofit queries, interfaces, and security in FBCFSDVA and perform Unit Testing
- After development is finalized, developers will package the objects in FBCFSDVA and submit a COMR request to CMS through a Service-Now ticket using the following identifiers. One ticket for FCFSPRE for the User Acceptance Testing. One ticket for FCFSPRD for production go-live.
 - **Type:** Request
 - **Category:** CMS Migration Services
 - **Subcategory:** COMR-CFS
 - **CMS Release:** CFS 9.2 MP 5.0
- It is recommended that queries, interfaces, and security are packaged separately

6] Do campuses need to change the BI Publisher check templates?

- There is a maximum of one check template for each campus.
- We recommend campuses to test campus BI Publisher Check templates(s) with Wells Fargo. Testing instructions and a test database will be provided to campuses. Campuses are required to adjust BI Publisher check template(s) if bank verification fails.
- For any logo or signature changes, AP Check Configuration can be used without modifying the check template(s).
 - **Navigation** – CSU Administer Integration > CSU AP Administration > CSU AP Check Configuration
- Database FBCFSCNV will be available for campus retrofit and testing. Additional information will be forthcoming.
- To retrofit check template(s), BI Publisher add-in version 12.2.1.4 is required. The installation guide has been posted to the CFS 9.2 site.
 - **Site Link:** <https://csyou.calstate.edu/Projects-Initiatives/CMS/AppDevelopment/CMSCFS92/Pages/CFS92Home.aspx>



7] Can I use Windows 7 to print AP checks?

- Windows 7 is no longer supported by Microsoft starting January 2020. Windows 10 is recommended and supported for the check print process only.

8] How do I log a ticket related to MP 5.0 User Acceptance Testing errors?

- In the Short description, specify CFS 9.2 MP 5.0 Testing and add a brief description
 - **Type:** Issue / Problem
 - **Category:** CMS-CFS
 - **Subcategory:** <Select an appropriate module>
 - **CMS Release:** CFS 9.2 MP 5.0

9] Where are the Integration Broker User Guides?

- Integration Broker Guides – Guide will be updated for PT 8.59.07
 - **Site Link:** <https://csyou.calstate.edu/Projects-Initiatives/CMS/AppDevelopment/CMSCFS92/Pages/CFS92General.aspx>

10] Can you provide a list of scheduled jobs that are not running in FCFSPRE?

- None. Job scheduling will be turned on in PRE and all jobs that run in PRD are active in PRE.

11] Where do I sign off the MP 5.0 Acceptance Testing?

- The sign-off document will be posted during the User Acceptance Testing period
- You can access the CFS Migration Sign-off Forms page using the link below:
 - **Site Link:** <https://csyou.calstate.edu/groups/IS/Applications/CFS/CFSAuditInfo/CFS%20Migration%20Signoff%20Forms/Forms/AllItems.aspx>
- Open the **CFS 9.2 MP 5.0 Sign-off** document
- Sign your name, date, and SAVE the document. If you are a delegate or a delegate designee and have access issues, follow the online instructions to request access

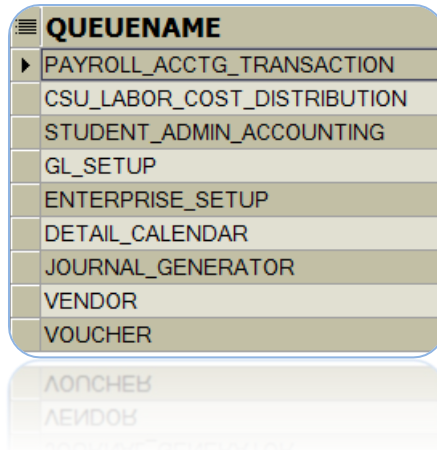
12] Where do I load the completed MP 5.0 Acceptance Test Scripts?

- Manual Navigation: CSYou Home > Projects & Initiatives > Common Management Systems (CMS) > Applications > CFS 9.2. Under the Related Links, select CFS 9.2 Campus Documentation > CFS 9.2 MP 5.0 – Campus Acceptance Test Scripts
 - **Site Link:** <https://csyou.calstate.edu/groups/IS/Projects/CFS92Upg/CFS%2092%20Campus%20Documentation/Forms/AllItems.aspx>
 - Select folder CFS 9.2 MP 5.0 – Campus Acceptance Test Scripts

13] Do we need to inactivate Integration Broker (IB) prior to the MP 5.0 Upgrade?

- Yes. It is recommended. During the CFS downtime there are no IB outbound transactions as CFS application server is down. For inbound transactions from CS/HR, campuses are advised to PAUSE the CFS queues in CS/HR. If you don't wish to pause the queue, please note that the messages will stay in 'Error', and once CFS is up you have to 'Resubmit' them.
- Please do not inactivate the CFS Node as all routings will be set to 'Inactive' status
 - **Navigation** – PeopleTools > Integration Setup > Queues





14] Why am I not able to log in using Chrome/Firefox/Edge/IE?

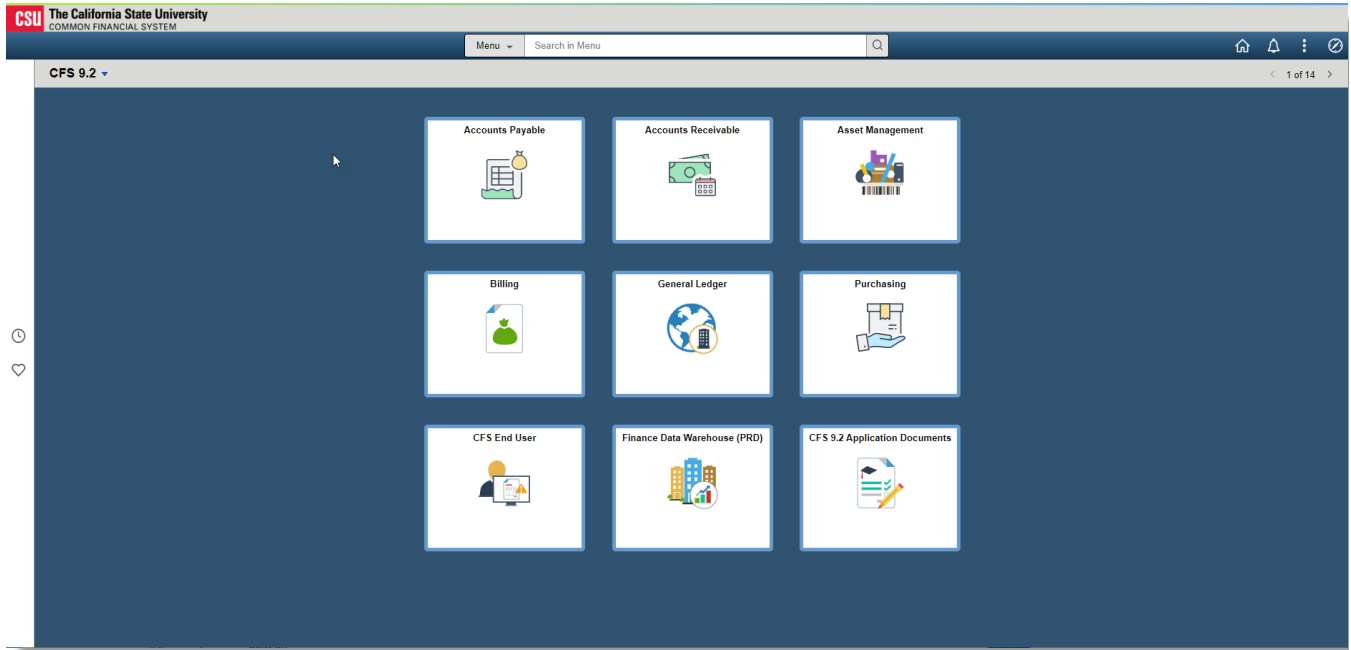
- When testing their new upgraded databases, users may find that they are unable to log into a particular database using one browser, but if they use a different browser, they have no problem. The appearance of the error varies. Sometimes it is a message that the browser can't reach the site, or the page can't be displayed. Other times it appears to be a security error, and sometimes it's just a blank page with a spinning cursor. When this happens, we recommend that the user clear the local browser cache, close all windows for that browser and then try again.
- Alternating between different Tools versions in the same browser seems to cause issues that can only be resolved by clearing the browser cache. After clearing the cache, you can try using one browser for your CFS92/PT 8.57.11 instances and a different browser for your CFS92/PT 8.59.07 instances. For instance, you may use Chrome for 8.57 and Firefox for 8.59. It may still be necessary to occasionally clear cache, however the frequency should be reduced.

15] Using the same browser, I open multiple sessions and log into different instances on the same PeopleTools version. When I try to navigate to pages, I am brought back to the log-in screen. How do I prevent this from happening?

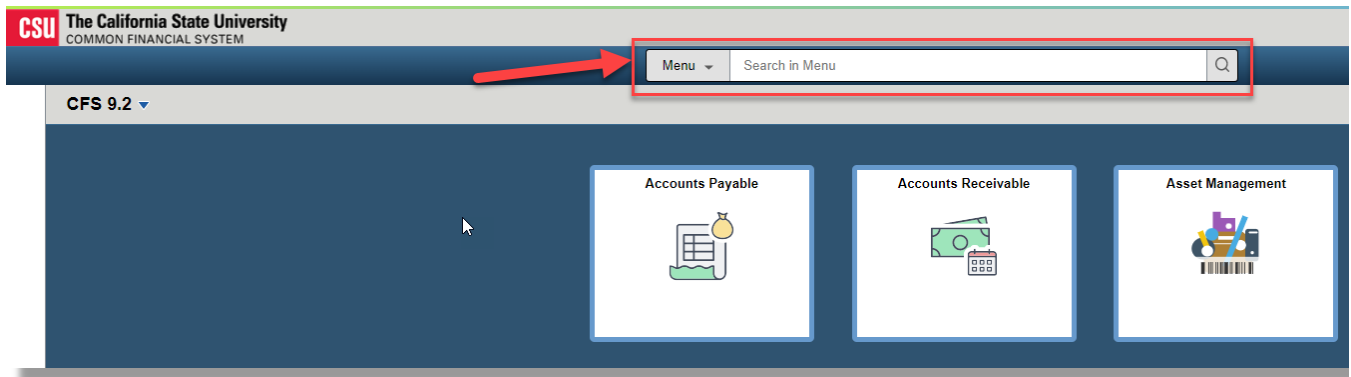
- Because the same browser is used, cookies are causing the conflict. Use different browsers to log into different instances, even if they are on the same PeopleTools version

16] How do I navigate in MP 5.0?

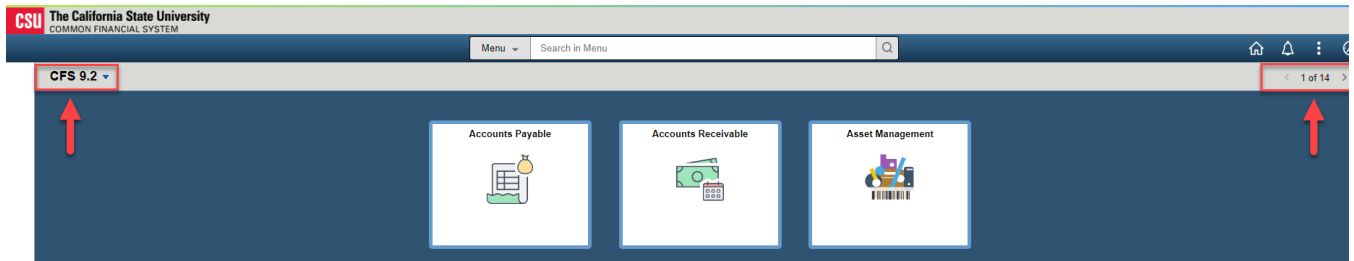
Homepage enhancements:



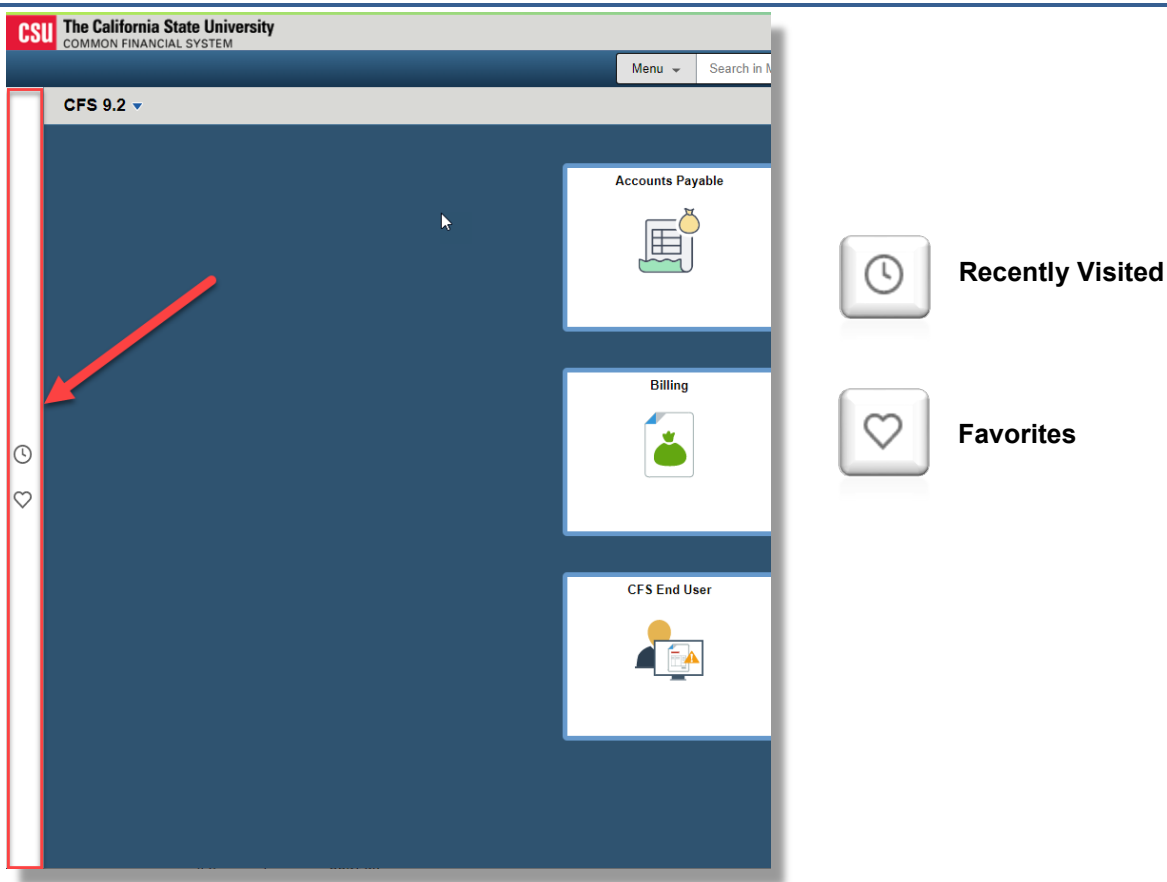
Global Search Bar: Now appears at the center of the banner at the top of the Homepage.



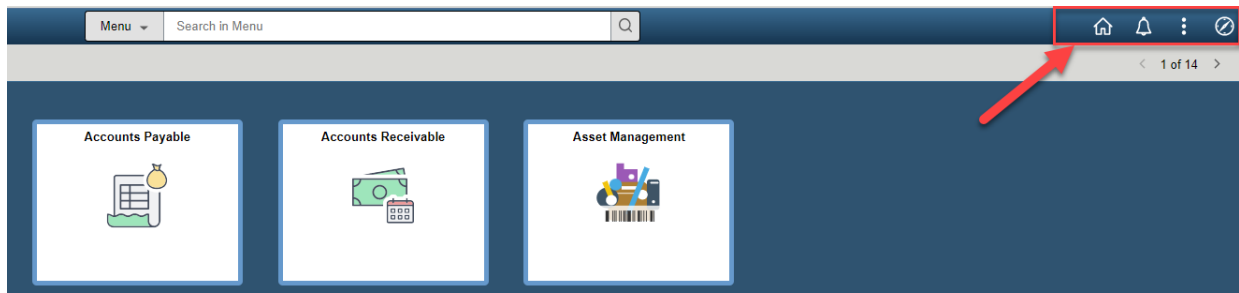
Homepage Selector: Previously, located in the center of the homepage, the Homepage selector has moved to the top-left. Use this drop-down to view and/or select your desired homepage. Or use, the new Next and Previous buttons located at the top-right, to scroll through available homepages.



Quick Access Bar: On the left of the Homepage, a quick access bar is included which provides one-click access to your favorites and most recently visited items.



Fluid Interface icons in the upper-right corner of the Homepage



Home Button



Use to return to the system-defined default homepage, which is the homepage that you arrive at immediately upon sign-on

Notifications

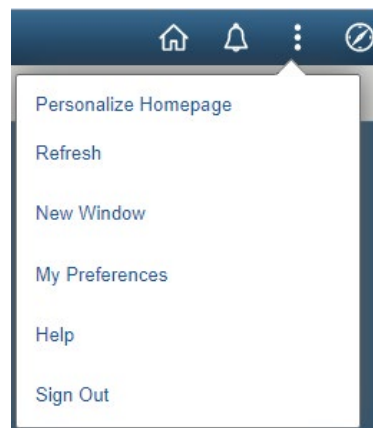


Displays the notification window showing any pending actions or alerts

Actions



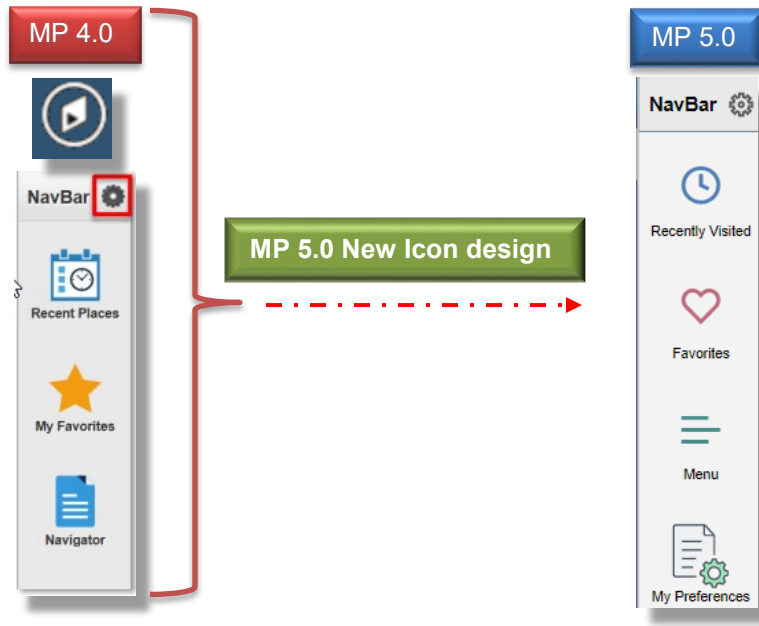
Use to display the Actions List. The “Sign Out” link can be found under here.



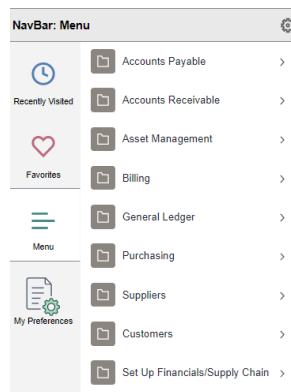
NavBar



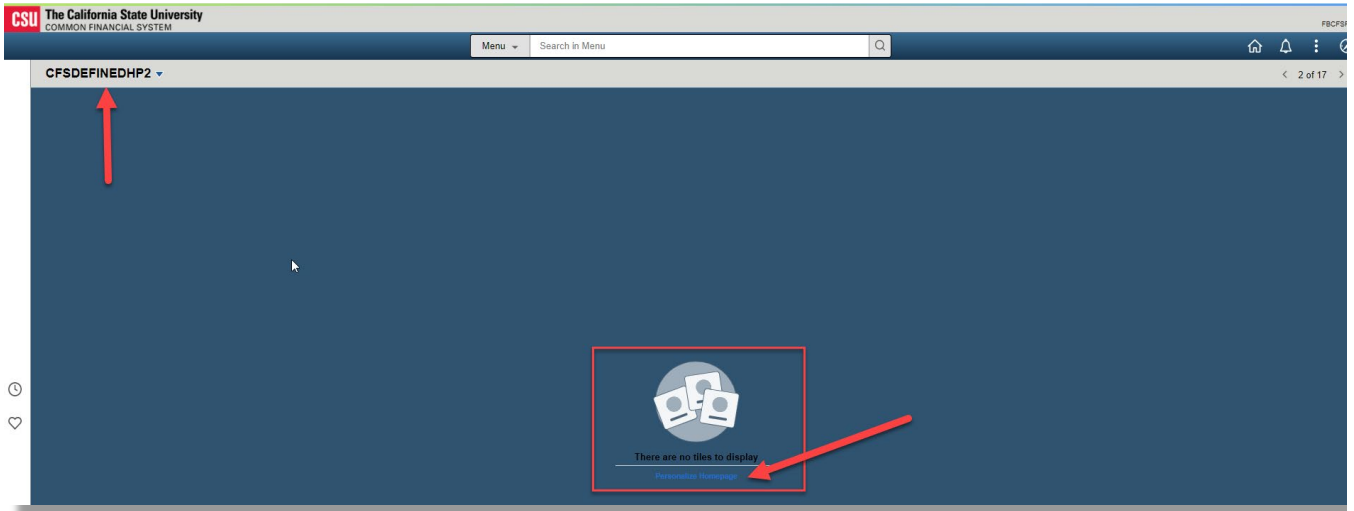
Use to display the navigation bar (NavBar). After pressing the Navigation Bar button, the NavBar side page appears. Use this page to access additional navigational options:



In a fluid environment, the Navigator displays the traditional menu structure as the user would see when accessing PeopleSoft in classic mode and using the Main Menu



Personalize Homepage: Available homepages can be personalized to suit your needs. For homepages that have not been personalized, the Personalize Homepage link will appear in the center of the page, click on the link to view personalization options.



17] What browsers are certified for use with PeopleTools 8.59? What versions of MS Word/Excel are certified for use with PeopleTools 8.59?

- As of February 11, 2022, the following browsers and MS word/excel (64-bit) versions are certified for use with PeopleTools 8.59.


Certified With	Number of Releases / Versions	Note
Microsoft Internet Explorer	1 Release(11)	As of June 15, 2022, Microsoft will retire the browser.
Apple Safari	1 Release(14)	
Google Chrome	1 Release(89)	
IBM DB2 Client	1 Release(11.1)	
IBM DB2 Connect	1 Release(89)	
Microsoft Edge (Chromium)	4 Releases(2019,2016,2013,365)	
Microsoft Excel	1 Release(11)	
Microsoft Internet Explorer	3 Releases(2019,2017,2016)	
Microsoft SQL Server Client	3 Releases(2019,2016,2013)	
Microsoft Word	2 Releases(87 RR,78.9 ESR)	
Mozilla Firefox	1 Release(14)	

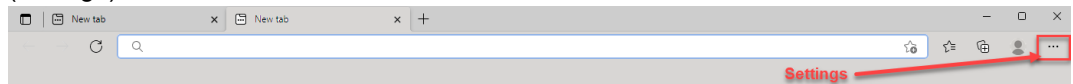
18] When opening a browser compare report using Firefox, Chrome, or MS Edge, why is the report blank?June 16,
2022

- In the latest versions of Firefox/Chrome/Edge browsers, accessing local files is prevented by the new security feature CORS (Cross Origin Resource Sharing).
 - Fix is expected in PeopleTools 8.60.
 - PeopleTools 8.58.18 and 8.59.08 and higher the browser compare reports will include the PeopleTools Compare Viewer tool pscmpviewer.exe
- Two available work arounds:

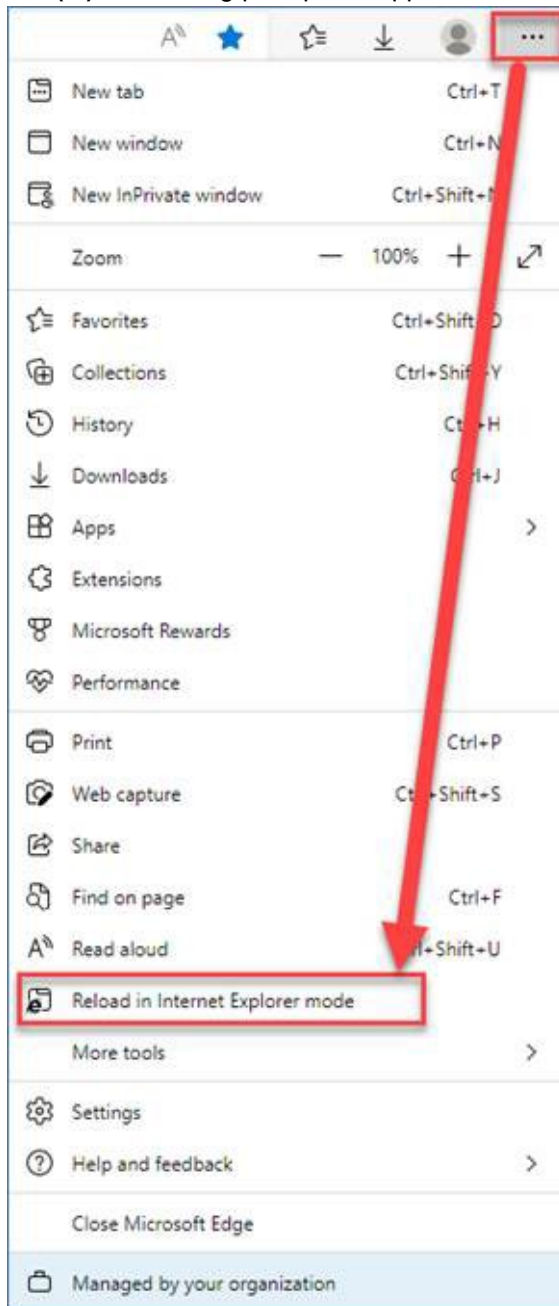
(1) First Preference, Use Microsoft Edge

(a) Use Edge and "Reload in IE Mode"

- (i) Click Edge browser icon 
- (ii) Once the browser window appears, on the top right of the window, click on the "..."
(settings)

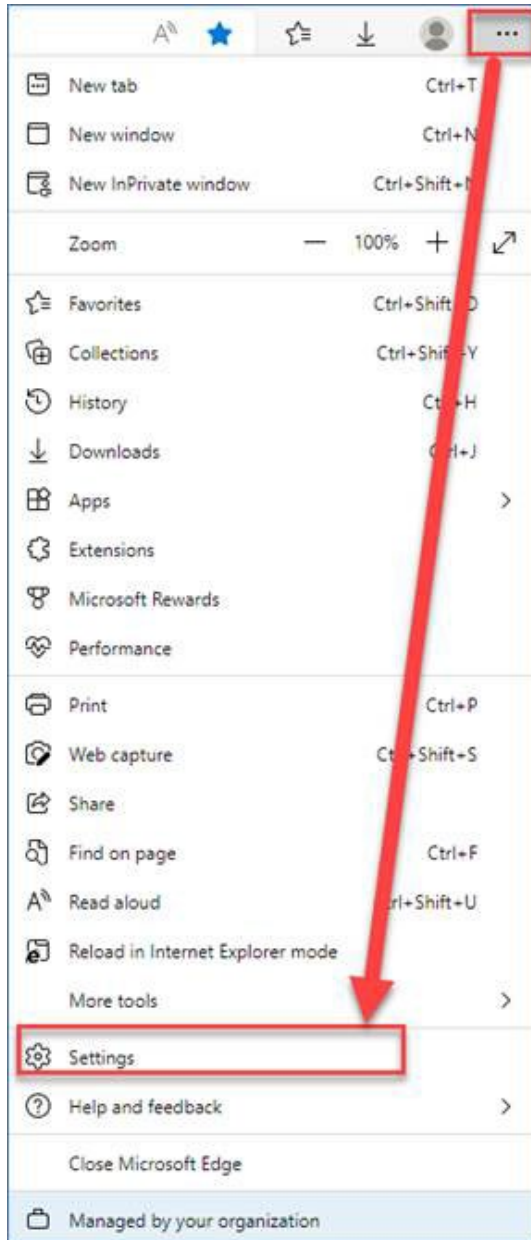
**Continue...**

(iii) The setting prompt will appear, then select "Reload in Internet Explorer mode"

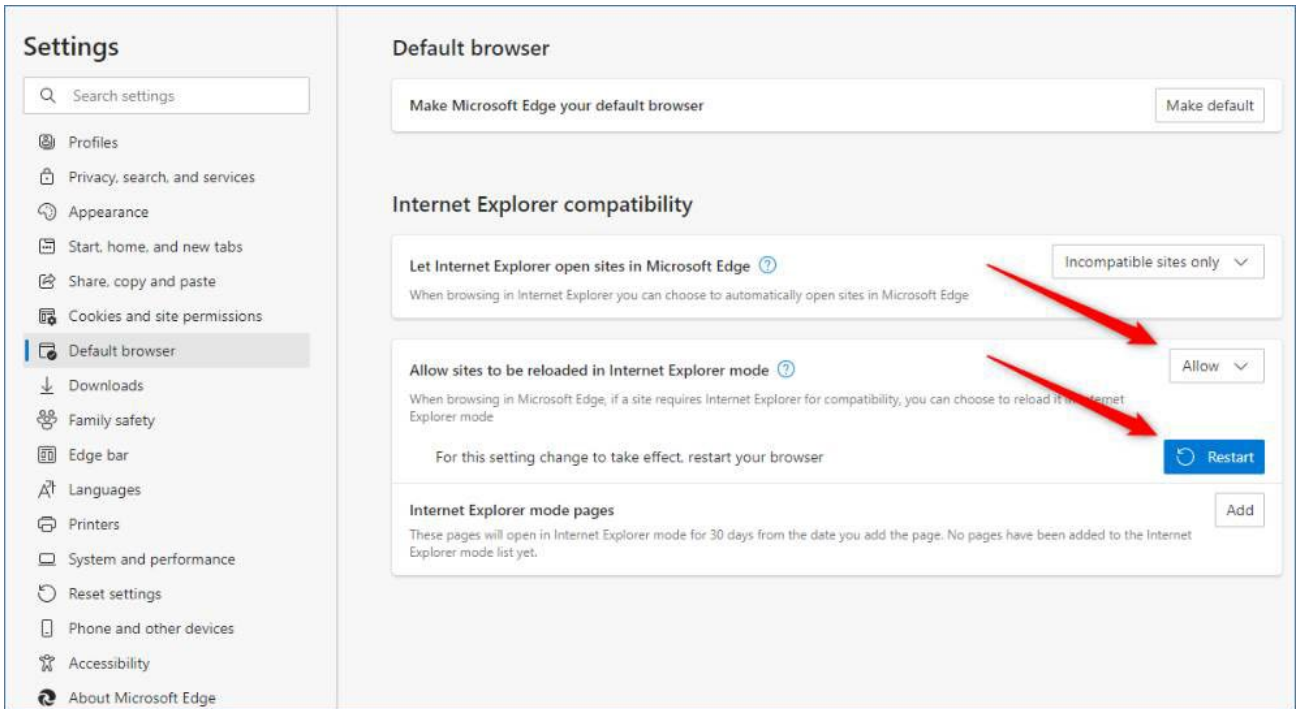


Continue...

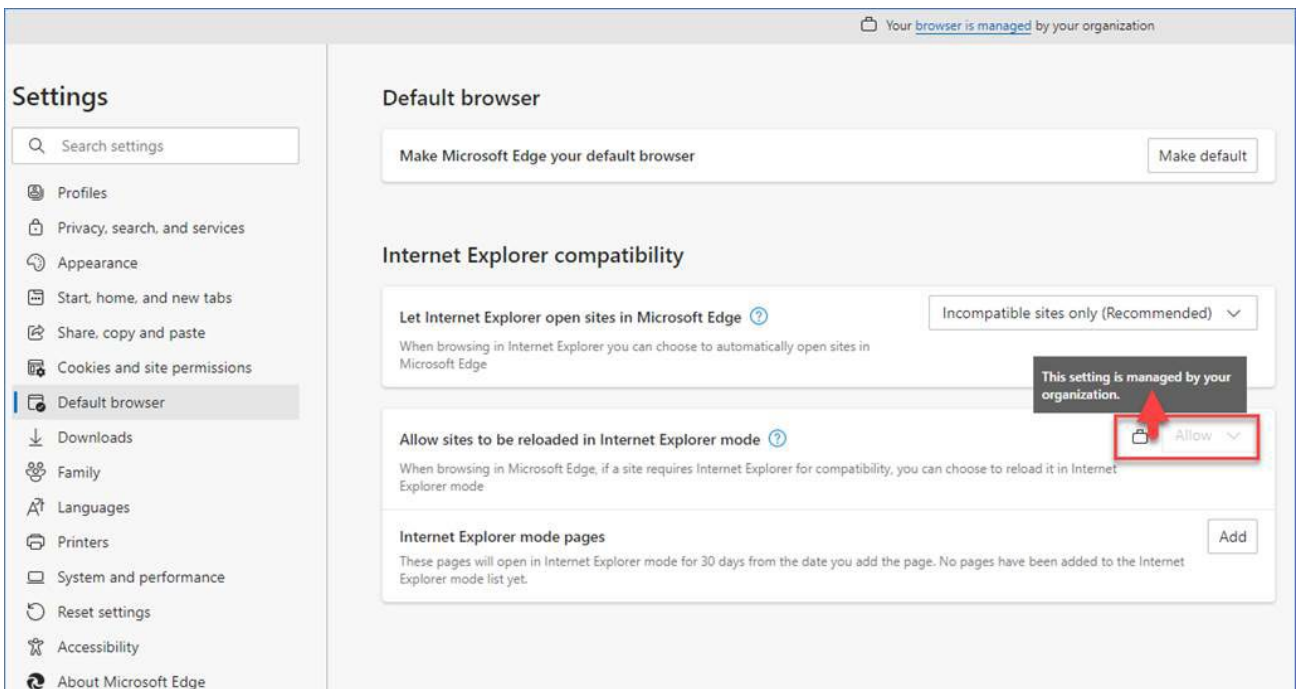
- (iv) If the “Reload in Internet Explorer mode” option is not active, perform the following steps and then repeat the first step.



Continue ...



- (v) If the setting is managed by the campus admins, then users cannot change the settings. If it's currently "Don't Allow", then the user should contact their campus administrator to change it to "Allow."



(2) For Chrome and Microsoft Edge

1. Close down all instances of the browser
2. Right click on the browser icon shortcut and select Properties.
3. In the Target text box, append the following parameter: --allow-file-access-from-files

The complete string will look like this:

"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --allow-file-access-from-files

or

"C:\Program Files (x86)\Microsoft\Edge\Application\msedge.exe" --allow-file-access-from-files

4. Open the browser using the modified shortcut.
5. Drag and drop the CompareViewer.html file into the open browser. This is a MUST! (**See Note 1**)

NOTE 1: If you right click on the CompareViewer.html and select open with Chrome or Microsoft Edge, the --allow-file-access-from-files will not be picked up. You must use the shortcut that was modified or it will not work.

NOTE 2: When drilling down from the status summary link you will get a blank page. However, if you select a specific definition type and drill-down, you will be able to see the compare output.

19] What CFS databases are available for the CS/HR/CHRS PeopleTools 8.59.07 Testing?

- **For current Production (PT 8.57.11)**
 - Database and date TBD
- **For MP 5.0 (PT 8.59.07)**
 - Database and date TBD

20] Do we need to load the FDW Test Scripts to the CFS 9.2 site?

- Yes, all completed test scripts shall be uploaded to the CFS 9.2 website.
 - **Site Link:**
<https://csyou.calstate.edu/groups/IS/Projects/CFS92Upg/CFS%2092%20Campus%20Documentation/Forms/AllItems.aspx>
- **Manual Navigation:** CSYou Home > Projects & Initiatives > Common Management Systems (CMS) > Applications > CFS 9.2. Under the Related Links section, click CFS 9.2 Campus Documentation hyperlink and select the CFS 9.2 MP 5.0 – Campus Acceptance Test Scripts folder.

21] In preparation for the MP 5.0 Move to Production, are there any baseline queries we can use as references for data clean-up?

- The following queries are a valuable tool during Month-end / Year-End / Upgrades
- They facilitate the process by identifying sub-system transactions that need attention
- They help to ensure that transactions requiring further processing and/or closure in the current period are finalized.

❖ **General Ledger**

Query Name	Description
General Ledger	
CSU_UPG92_GL_CLNUP_AP_ACCT_LN (Accounting Lines Not Distributed)	The query will identify Accounts Payable accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_AR_ACCT_LN (Accounting Lines Not Distributed)	The query will identify Accounts Receivable accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_BI_ACCT_LN (Accounting Lines Not Distributed)	The query will identify Billing accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_HR_ACCT_LN (Accounting Lines Not Distributed)	The query will identify Payroll accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_SF_ACCT_LN (Accounting Lines Not Distributed)	The query will identify Student Financials accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_CSU_ACCT_LN (Accounting Lines Not Distributed)	The query will identify CSU accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_FIRMS_ACT (Accounting Lines Not Distributed)	The query will identify FIRMS Actuals accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_FIRMS_ENC (Accounting Lines Not Distributed)	The query will identify FIRMS Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ACT (Accounting Lines Not Distributed)	The query will identify Year-End Actuals accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)
CSU_UPG92_GL_CLNUP_YEC_ENC (Accounting Lines Not Distributed)	The query will identify Year-End Encumbrance accounting lines that have a GL Distribution Status of 'N' (Not Distributed)

❖ **Accounts Payable**

Query Name	Description
Accounts Payable	
CSU_UPG92_AP_CLNUP_RECYCLE (Reviewing Vouchers in Recycle Status)	This query identifies any vouchers that have a status of 'R' for Recycle.
CSU_UPG92_AP_CLNUP_CNTRLGRP (Reviewing Control Groups NOT in Verified Status)	This query identifies Control Groups not set to 'Verified'.
CSU_UPG92_AP_CLNUP_MTCH (Reviewing Match Exceptions)	This query identifies vouchers with match Exceptions.
CSU_UPG92_AP_CLNUP_VCHR_IB (Vouchers that are processing thru Integration Broker)	The queries will identify any outstanding vouchers that have NOT been picked up from the Voucher Build process.
CSU_UPG92_AP_CLNUP_QUICKVCHR (Vouchers that are uploading from an Excel/Text File format)	
CSU_UPG92_AP_CLNUP_BCM (Reviewing Vouchers NOT Budget Checked)	This query will identify vouchers that have NOT been budget checked. Run for all applicable Business Units.
CSU_UPG92_AP_CLNUP_VCHRPOST (Reviewing Vouchers Not Posted)	This query will identify vouchers that have NOT been posted.
CSU_UPG92_AP_CLNUP_PYCYCL (Reviewing Pay Cycles)	This query will identify the pay cycle that has a status other than 'C' or 'D'.
CSU_UPG92_AP_CLNUP_PMT (Reviewing Payments NOT posted)	This query will identify payments with a status of 'U' for Un-posted.
CSU_UPG92_AP_CLNUP_1099_POST (Reviewing 1099 Payments NOT Posted)	This query will identify the 1099 payments that have been 'paid' and 'posted' but the 1099 Post status is in 'U' for Unposted.

❖ **Purchasing**

Query Name	Description
Purchasing	
CSU_UPG92_PO_CLNUP_REQ_BCM (Reviewing Requisition NOT Budget Checked)	The query will identify requisitions that have NOT been budget checked.
CSU_UPG92_PO_CLNUP_PO_BCM (Reviewing Purchase Orders NOT Budget Checked)	The query will identify purchase orders that have NOT been budget checked.

❖ **Asset Management**

Query Name	Description
Asset Management	
CSU_UPG92_AM_CLNUP_INTFCPREAM (Interface AP/PO Transactions with pending Status)	The query will identify lines that are in a pending status. These lines need to be processed or set to complete.
CSU_UPG92_AM_CLNUP_INTFCFIN (Interface Asset Transactions with pending Status)	The query will identify lines that are in a pending status. These lines need to be processed or set to complete.
CSU_UPG92_AM_CLNUP_INTFCPHYA (Interface Asset Transactions with pending Status)	The query will identify lines that are in a pending status. These lines need to be processed or set to complete.
CSU_UPG92_AM_CLNUP_INTFCPHYB (Interface Asset Transactions with pending Status)	The query will identify lines that are in a pending status. These lines need to be processed or set to complete.

❖ **Accounts Receivable / Billing**

Query Name	Description
Accounts Receivable / Billing	
CSU_UPG92_AR_CLNUP_INCOMPLETE (AR Groups Not Posted)	The query identifies Receivables transactions which have Posting Statuses of "Not Posted" or "Errors".
CSU_UPG92_BI_CLNUP_INPROC (Bills in Process)	This query identifies Bills (Invoices) in process.
CSU_UPG92_BI_CLNUP_INTFC_INPRC (Billing Interface in Process)	This query identifies Billing Interface processes considered "in process".
CSU_UPG92_BI_CLNUP_INTFC_UNPRC (BI INTFC IDS NOT PROCESSED)	This query identifies Interface ID numbers remaining unprocessed.
CSU_UPG92_BI_CLNUP_INTFC_DTL (BI INTFC IDs NOT PROCSSD DETAIL)	This query provides detail information for the unprocessed Billing Interface groups.

22] When I view a page, some fields appear to be wrapping or not aligned.

- Classic Plus was introduced as a mean to unify the look and feel of classic components to Fluid pages.
- All CSU custom pages have been converted to Classic Plus in which some pages may display fields that appear to wrap or are not aligned.
 - The design of the page or process continues to function. CMS will revisit these pages with styling issues later.

Funding Source

SetID: LBFDN Funding Source: ARRA

Effective Date 1 of 1 View All

Effective Date: 01/01/2000 Status: Active + -

*Description: Federal - ARRA

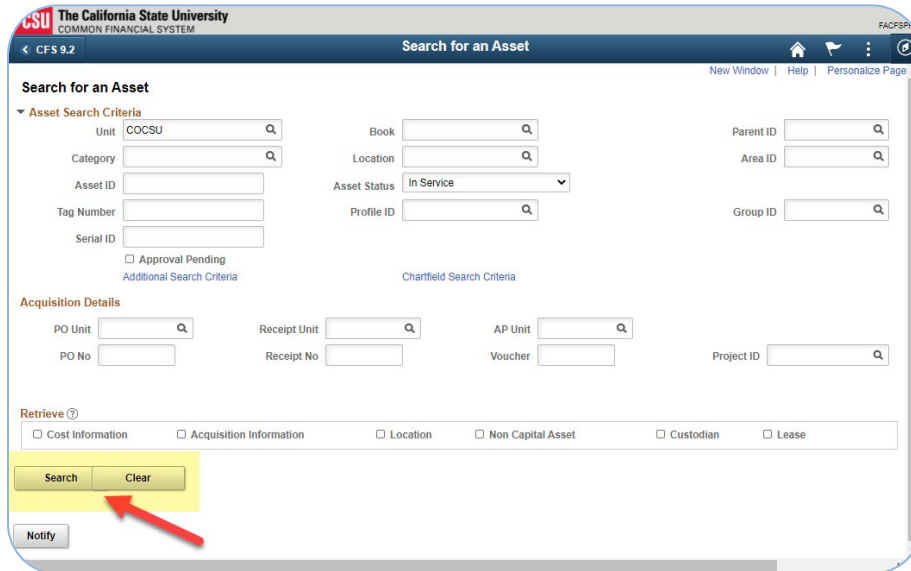
*Direct Revenue Account	503107	Fed Contracts and Grants-Other
*IDC Revenue Account	503110	Federal - F & A Cost Recovery

*IDC Revenue Account 503110 Federal - F & A Cost Recovery

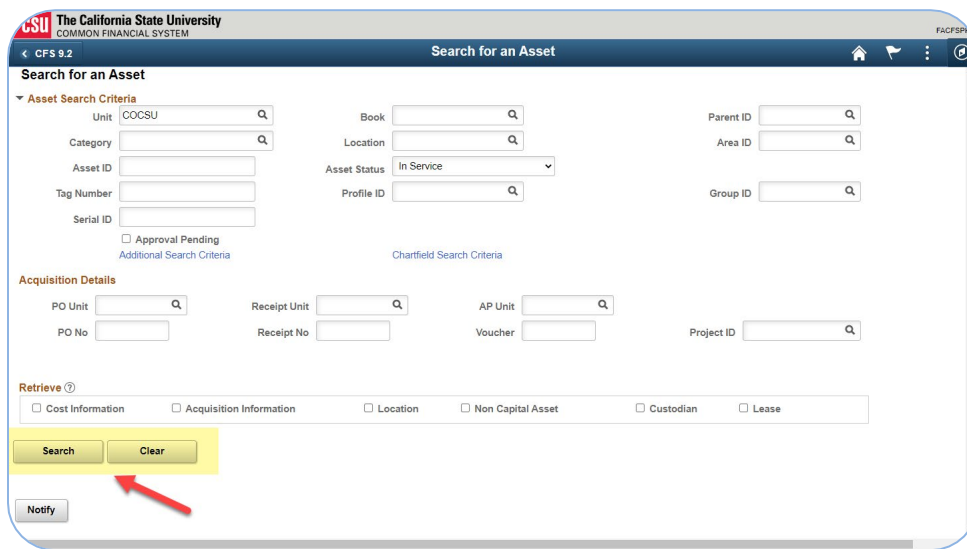
*Direct Revenue Account 503107 Fed Contracts and Grants-Other

23] When I view a page, some buttons appear to overlap.

- This is not page or browser specific.
- The example below: Chrome browser was set to 90%.



- On the browser, ensure that the Zoom is set to 100%
 - Using the keyboard to manually adjust the Zoom, hold the **Ctrl** key down and use the “+” (increase) or “-” (decrease).
 - Using the mouse with a wheel, hold the **Ctrl** key down and use the wheel to zoom in or out.
- The example below: Chrome browser was set to 100%.



24] Why does my schedule query continue to error out?

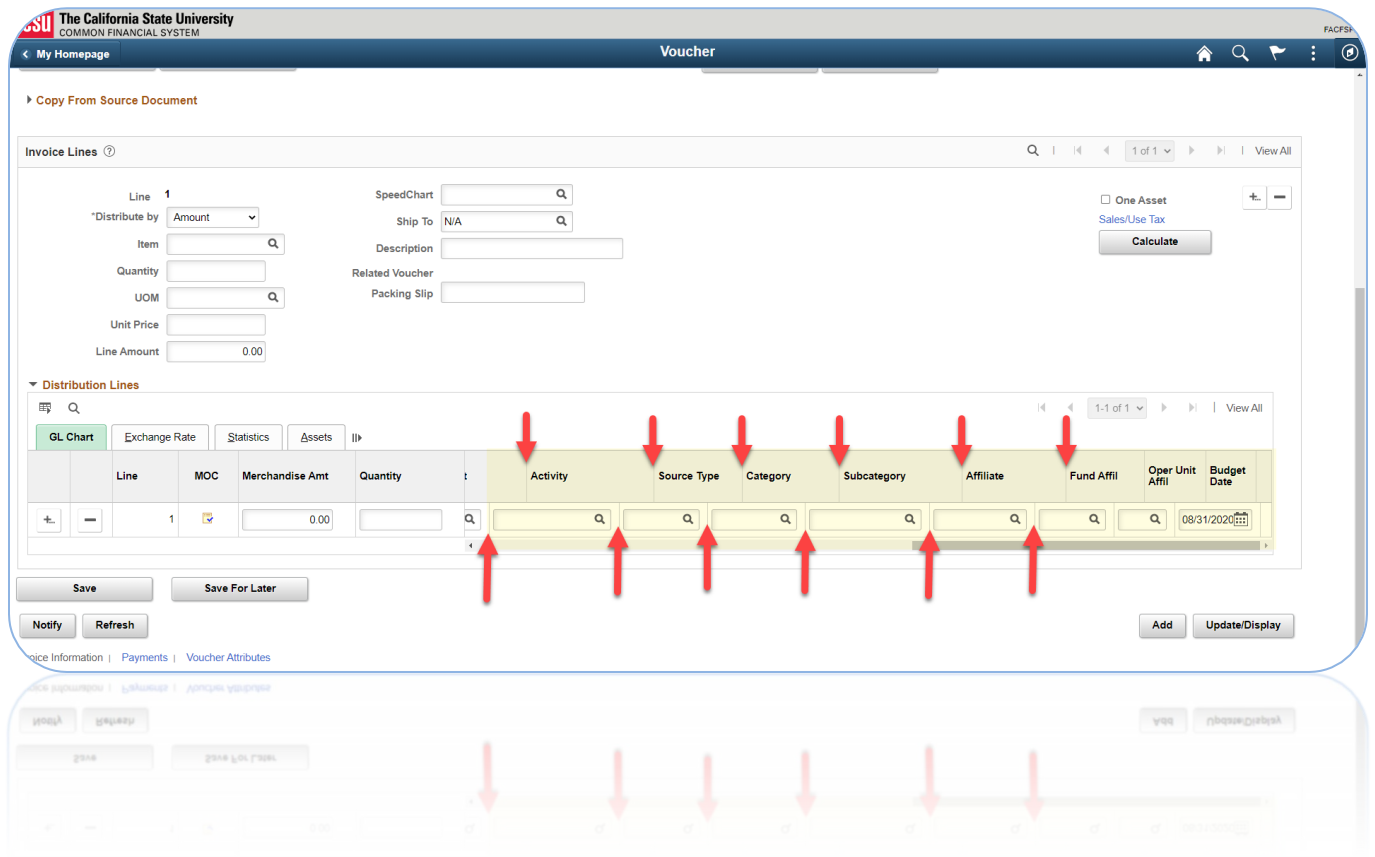
- During the upgrade, many records were updated. These updated records may be associated with private and public queries that require repairing.
- Using Query Manager, queries are automatically repaired when opened. The user or campus query administrator can perform this update.
 - **Navigation:** NavBar > Reporting Tools > Query > Query Manager

The following table lists the problems and their corresponding actions.

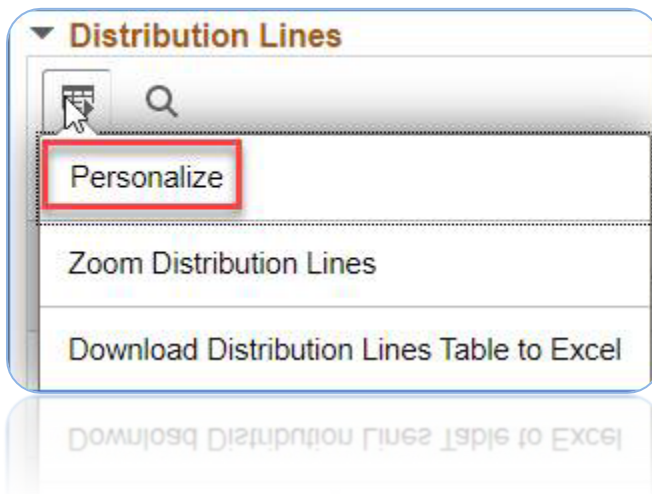
Problem	Action
Field deleted from the record definition is a selected field.	The field is removed from the selected list. If the field is the only field selected, the query cannot be saved.
Field deleted from the record definition is used in a prompt.	No action taken. This does not affect the prompt unless the field has been completely removed from the database, and the prompt label is either a short or long translate.
Field deleted from the record definition is used in an expression.	The field is removed from the expression. This may result in an invalid expression, but the query can be saved.
Field deleted from the record definition is used in a criterion.	The criterion is removed. If criterion is a subquery criterion, all lower subqueries are deleted.
Record deleted is the first record in the query.	Error returned. The query cannot be repaired.
Record deleted is not the first record in the query.	The record and all fields are removed. Note: The actions specified previously for deleted fields apply.
Record deleted contains hierarchy joins below it.	Record and all records joined below are removed. Note: The actions specified previously for deleted fields apply.

25] The columns field name and input box on the grid are not aligned.

- This is not page specific.

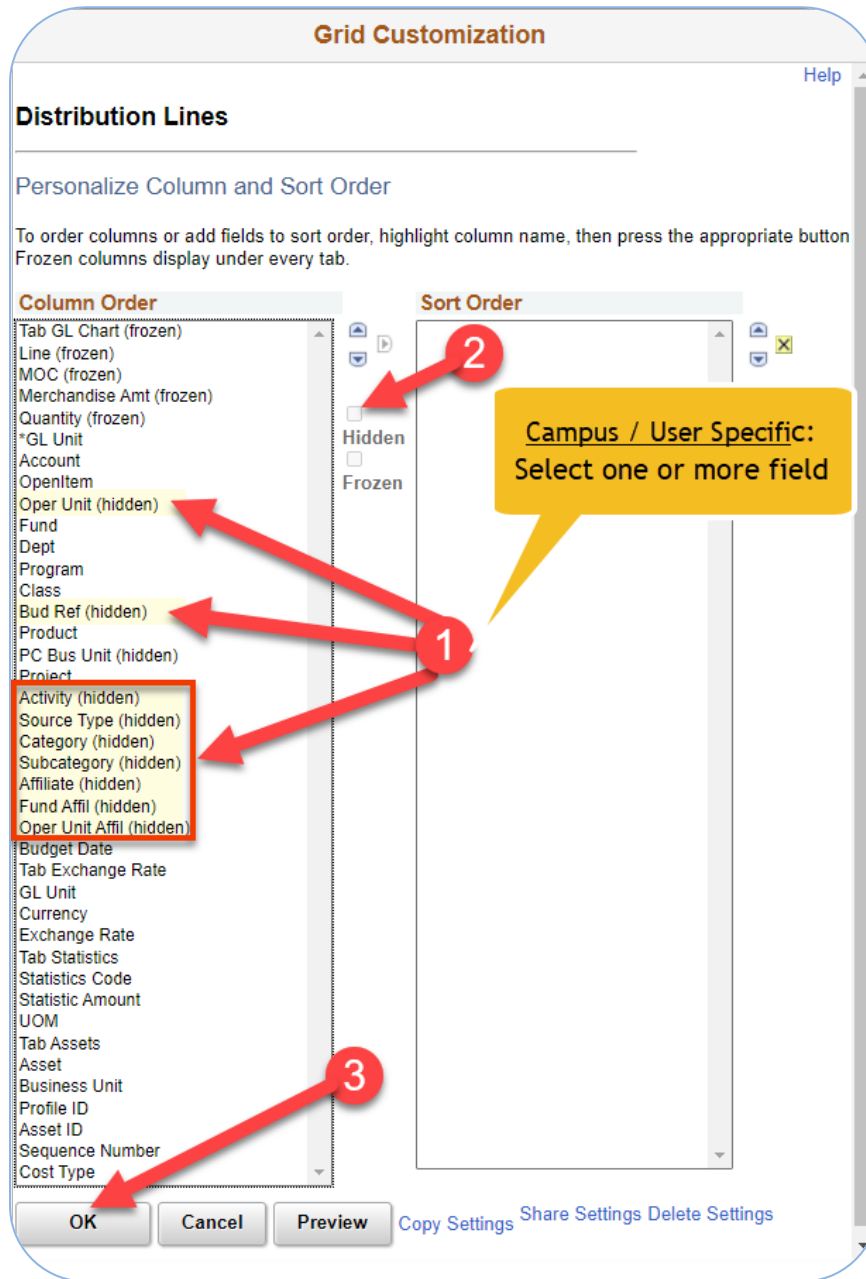


- To minimize the misaligned columns, perform the following steps:
 - Personalize grid (one-time action) by clicking on the **Grid Action Menu** icon > Personalize



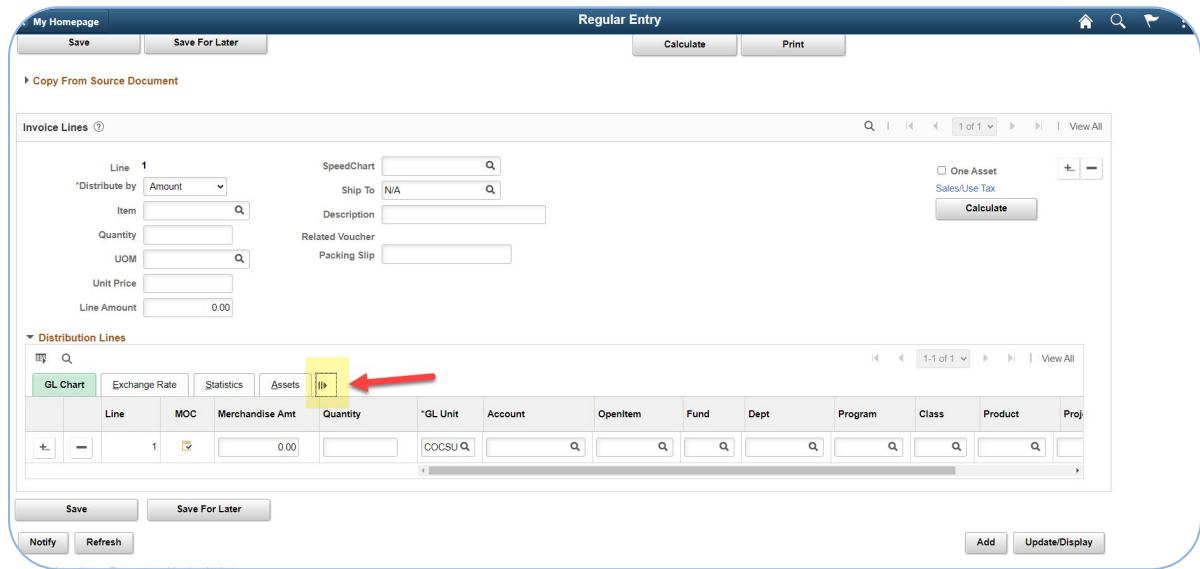
- Continue...

- o The Grid Customization prompt will appear:

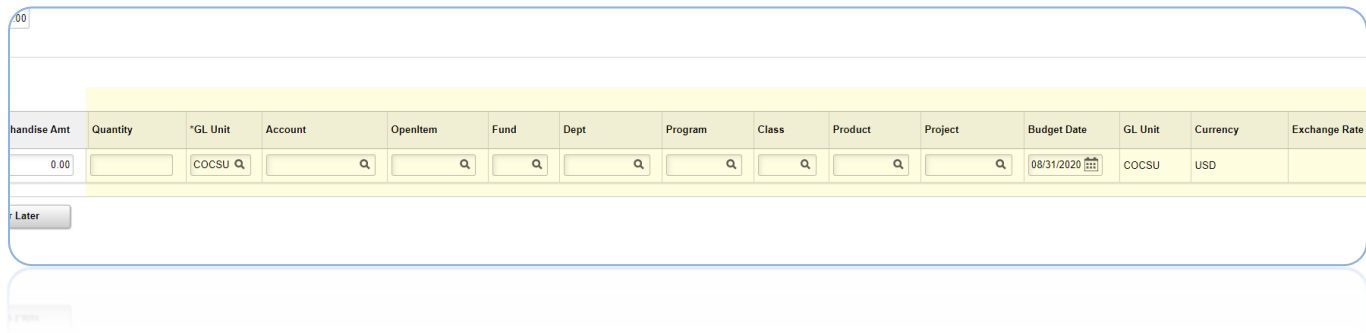


- o Continue ...

- o Click on the **Show all columns** icon to expand all columns

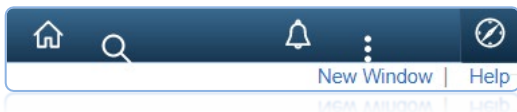


- o Column headings and field input are in alignment.



26] On occasion, while navigating within the application, the NavBar icons will appear misaligned.

- The function of the icons is not affected.

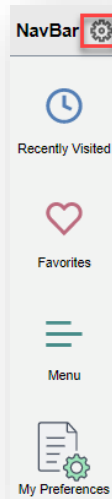


- When misalignment of icons appears, click on the Home button to restore the alignment of icons.

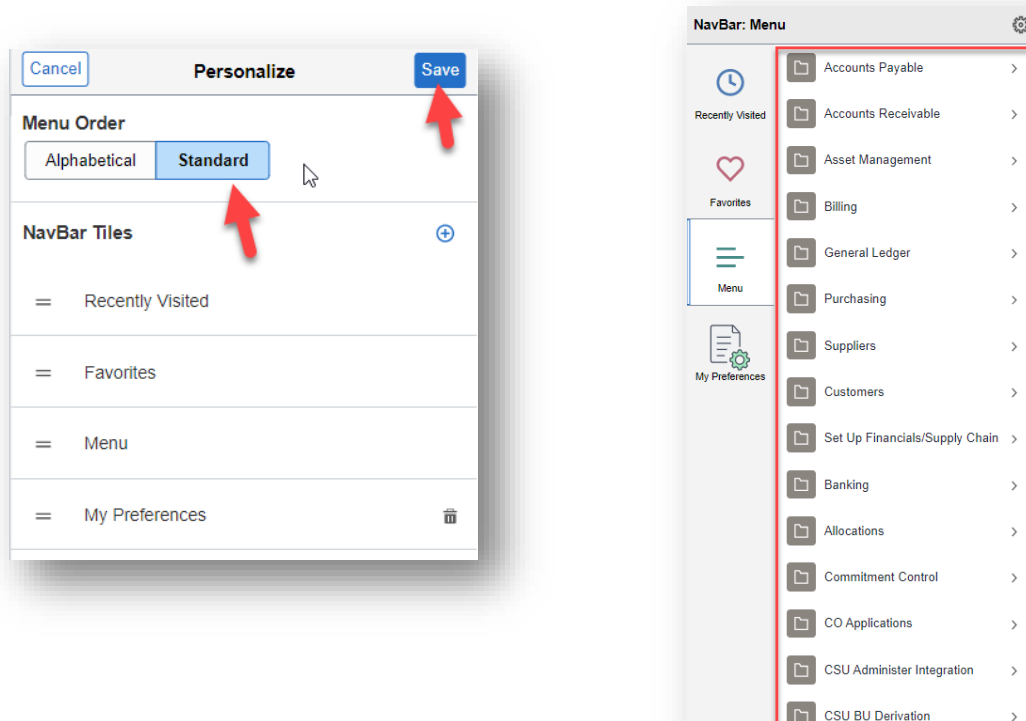


27] **New menu order options:** Users have the option to change the menu order by clicking on the sprocket located at the top-right of the NavBar to change it either **Standard** or **Alphabetical** order.

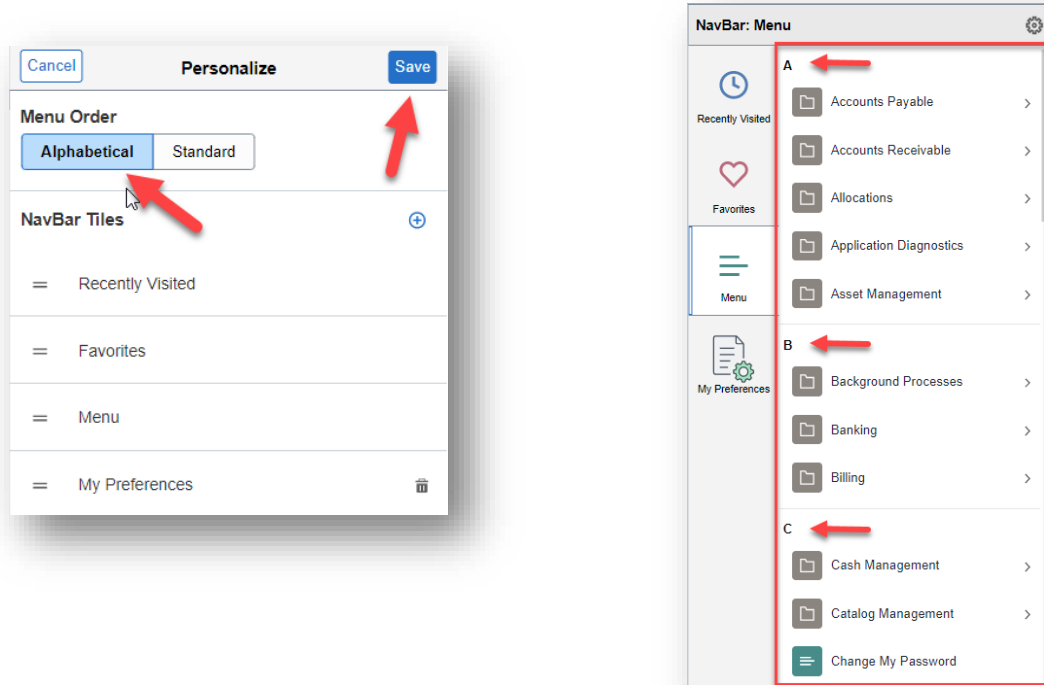
- Some Oracle/PeopleSoft menu labels have changed.



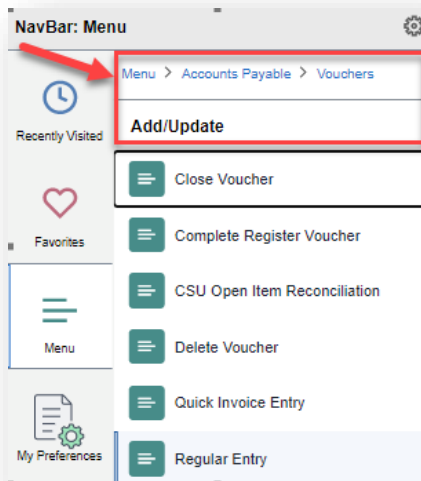
Standard Order: The CSU menu navigation uses the Standard menu order.



Alphabetical Order:



28] Menu breadcrumbs 2.0: While navigating, breadcrumbs will appear within the NavBar.

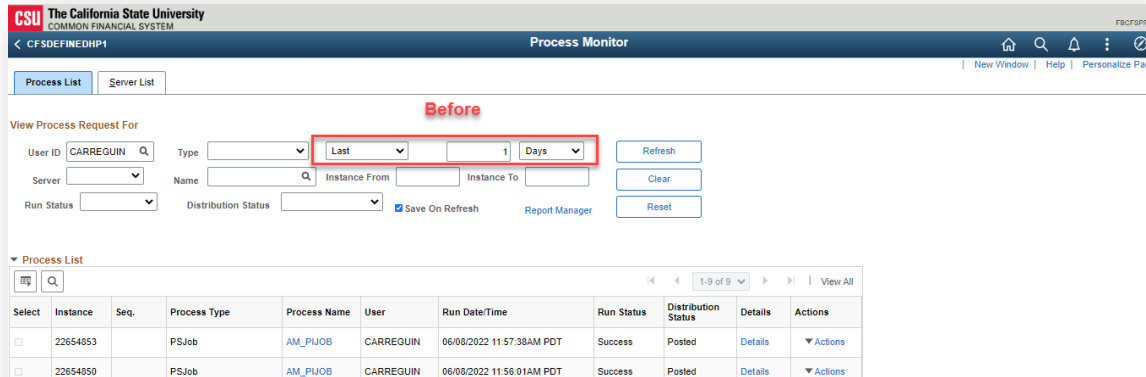


29] While on the Process Monitor page, why does the parameters change from days to date ranges?

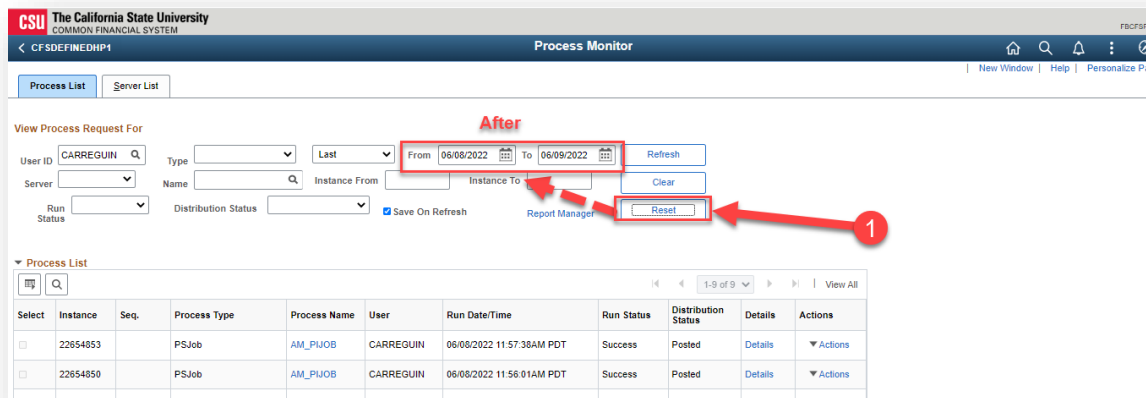
- This is a known issue when the user clicks on the Reset button the parameters change.
- Per Oracle, this will be fixed in PT860.

June 16, 2022

Before



After





June 16,
2022

30] On some occasion while navigating within the application, why does the dark blue become light blue and fluid icons disappear?

- This issue does not occur consistently, but if user hovers where the icons should be, then the user will see the hover text (ex. Home).

To correct the issue

To hard refresh on Microsoft Edge on Windows or Linux Operating System

1. Hold Ctrl (Control) + Fn + F5 on your keyboard.
2. Or hold Ctrl (Control) on your keyboard while clicking the Refresh button in Microsoft Edge.

To hard refresh on Google Chrome on Windows, there are two ways you can do it:

- Hold down Ctrl and click the Reload button.
- Or Hold down Ctrl and press F5.

To hard refresh on Mozilla Firefox on Windows or Linux Operating System

1. Hold down Ctrl (Control) + Shift and click R.
2. Or hold down Ctrl (Control) and click F5.

31] Does CMS Applications Team support Windows 11?

- CFS has yet to test browsers, excel downloads, BI Publisher plugins in a Windows 11 environment so we cannot support issues reported for Windows 11.

